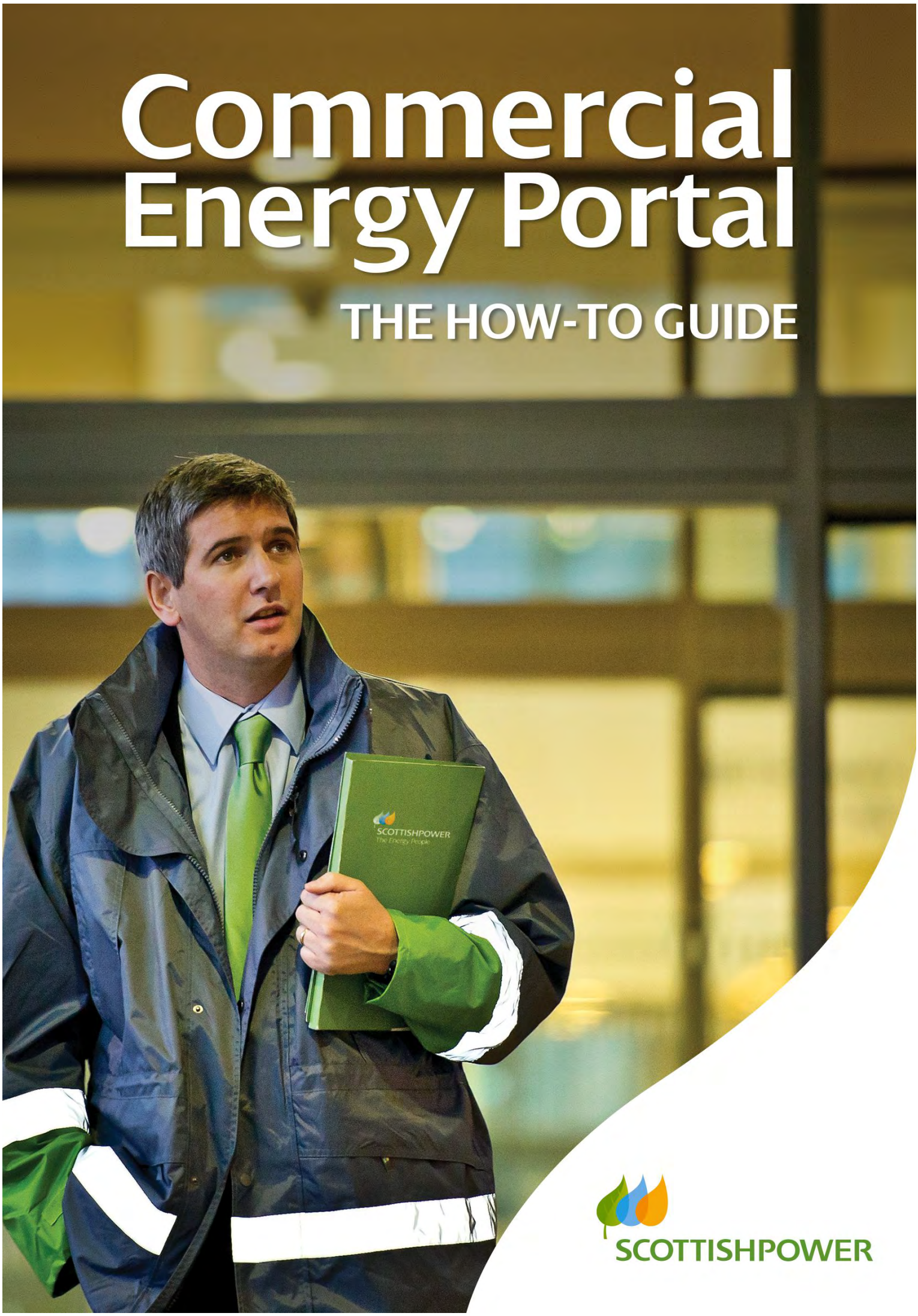
Commercial Energy Portal

THE HOW-TO GUIDE



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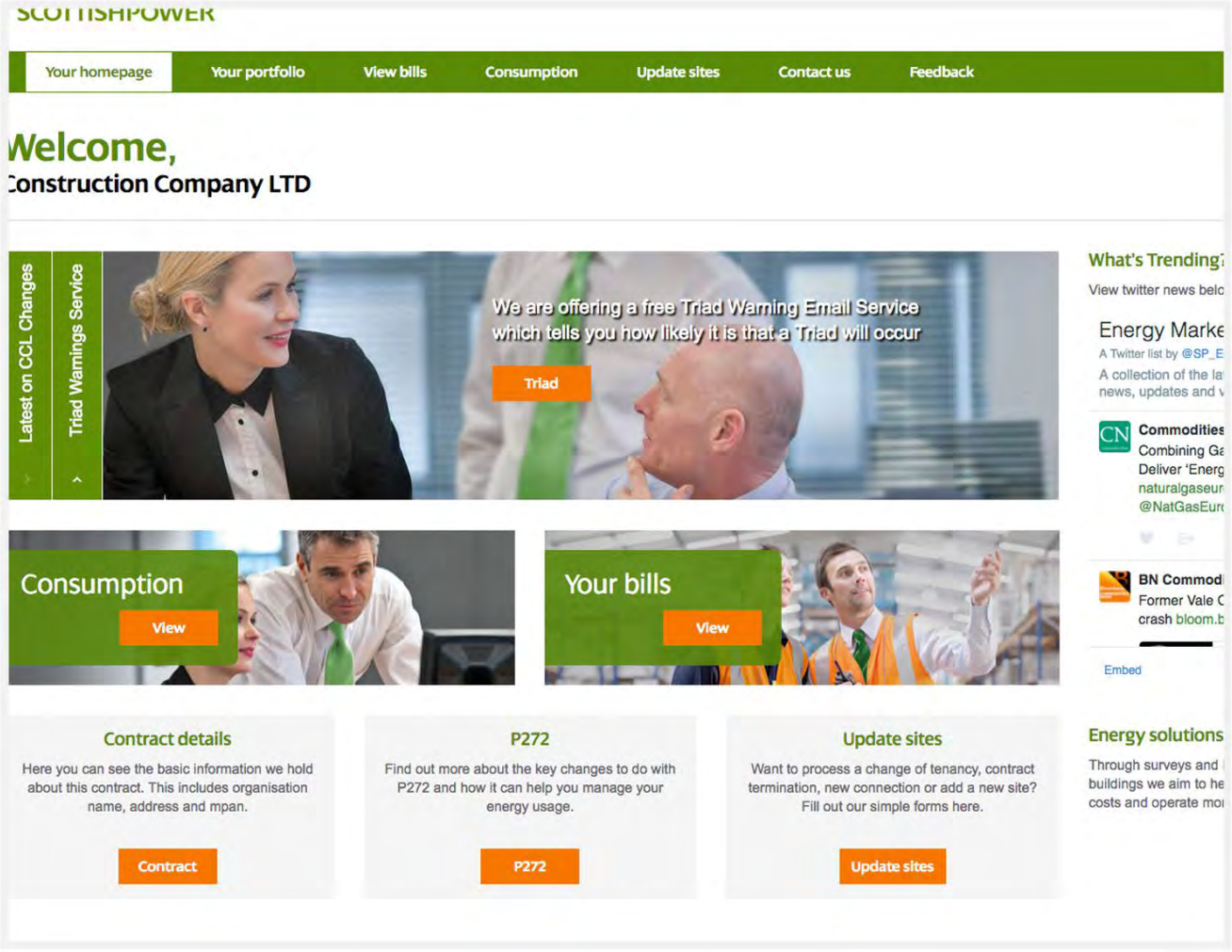
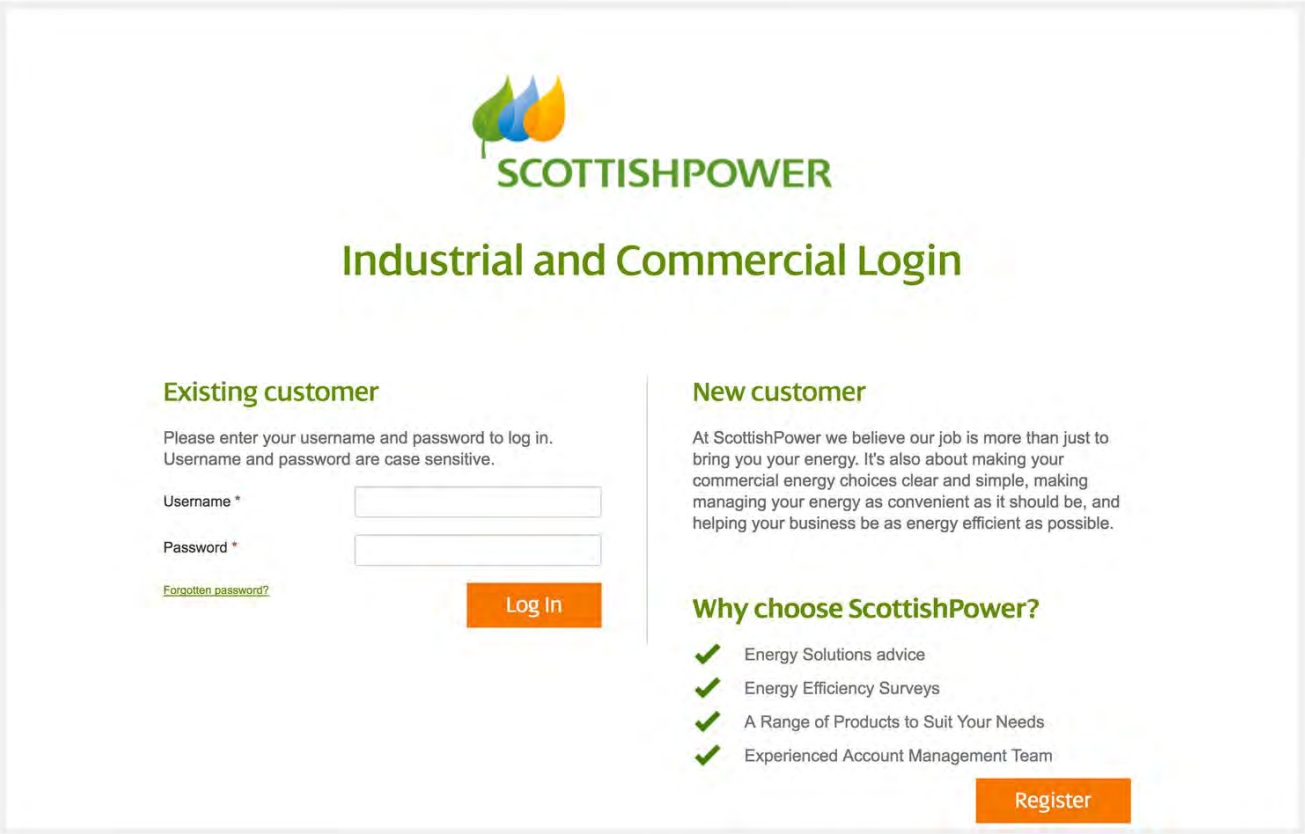


Portal login/register



Login

Logging into your portal will give you access to all your energy account information in one place. All you need is the username and password you create when you register.

Register

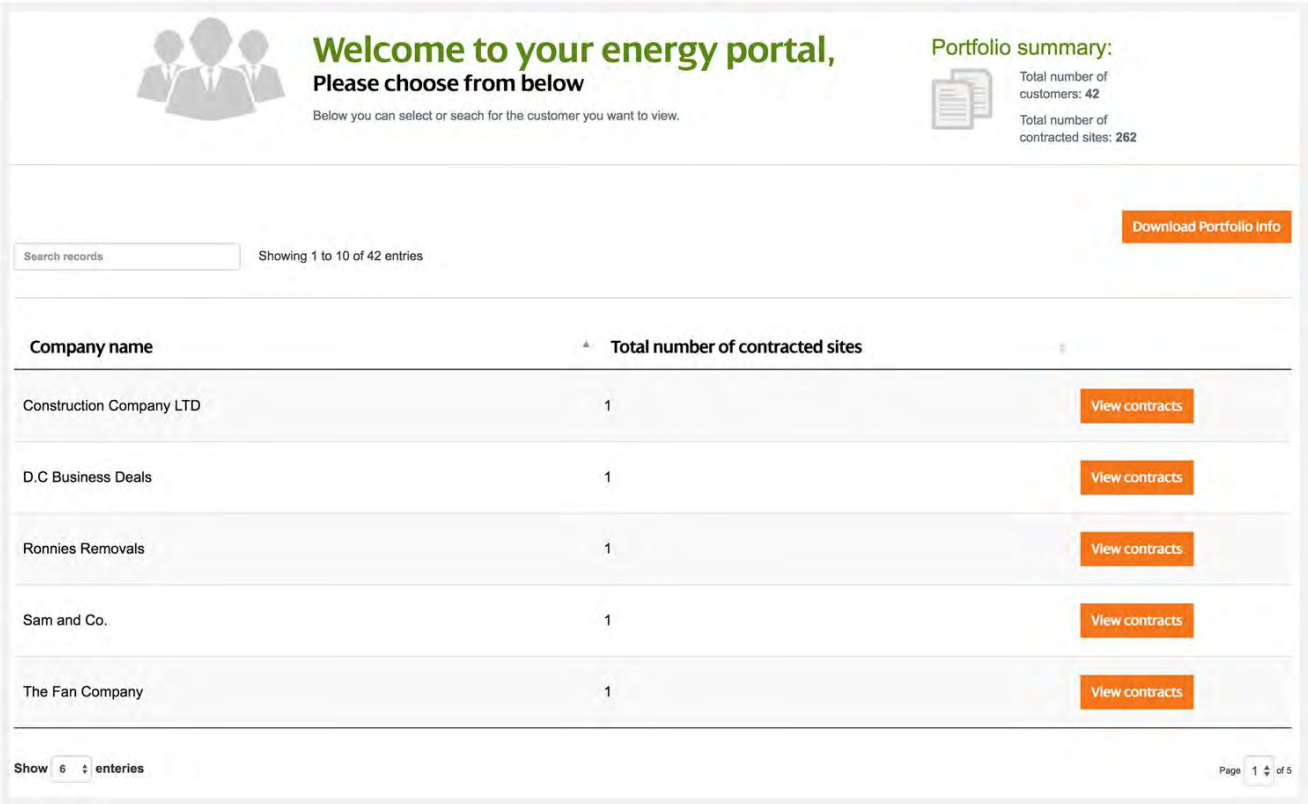
Registering for our portal is easy – all you have to do is fill out a few simple details. Once you click to register, you will be asked to supply your Mpan and company details if you are a customer, or if you are a broker, we will require your organisations name and registration number. Your request will be sent for validation and we will confirm access within 48 hrs.

Problems logging in?

There is a forgotton password link if you need it. All you need to supply is the email address you use to log in and we will automatically email you a temporary password. For any other problems logging in contact us on Portaladmin@scottishpower.com or speak to your Account manager

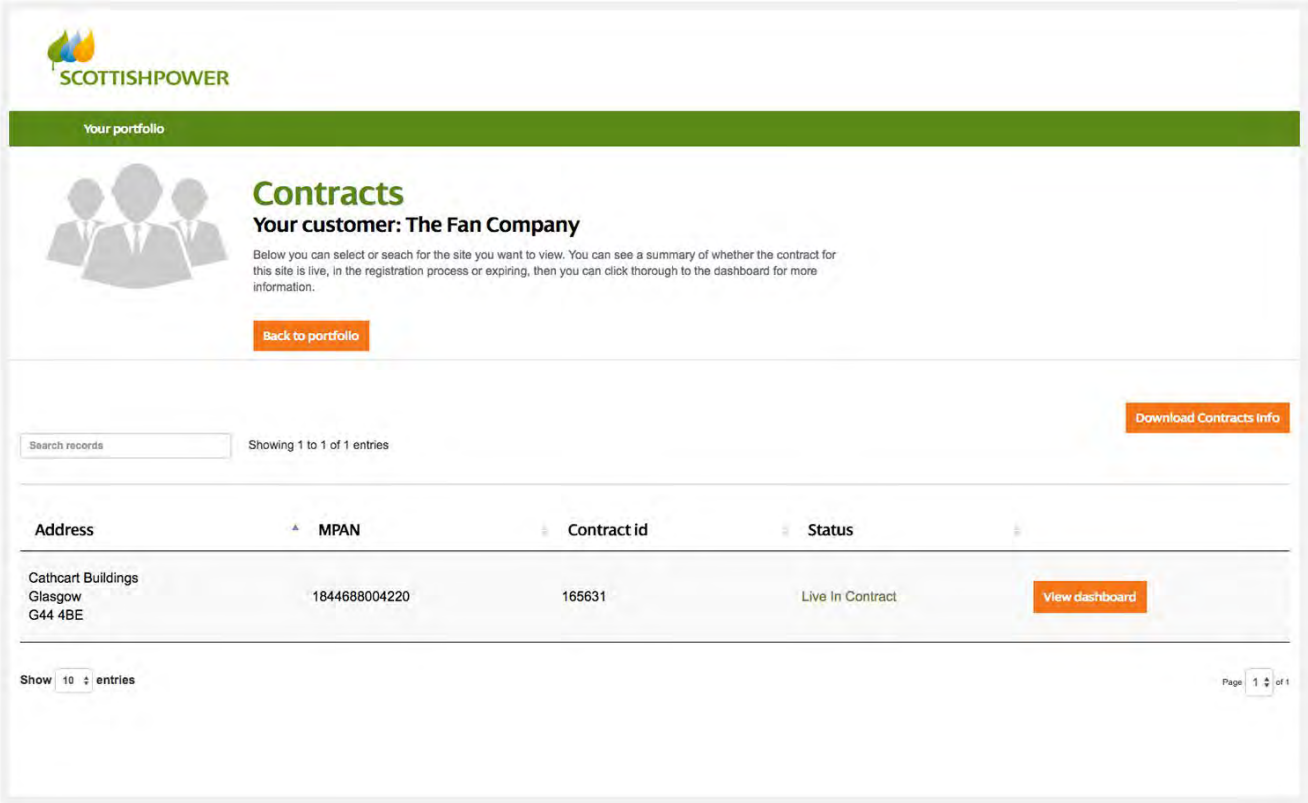
Portal Portfolio View

When you log into your portal you will be presented with your ScottishPower Commercial Energy portfolio. Here you will be able to view a summary of your customers and contracted sites. You can then view specific customer/site information by clicking on the view contracts button. You can also download a summarised view of your portfolio if you prefer.



View Contracted sites

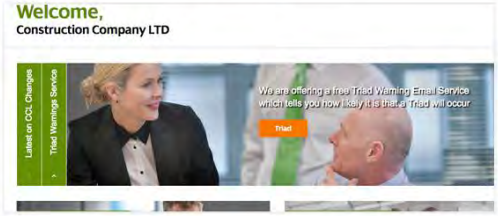
Here you can select or search for the site you want to view. You can see a summary of whether the contract for this is live, in the registration process or expiring, then you can click through to the dashboard for more detailed information related to your contracted site.



Dashboard

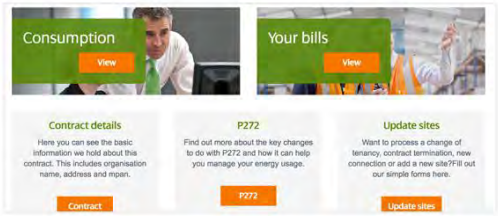
Your dashboard gives you access to all of the key information for each of your sites. You can view or download consumption information, view contract details and much more. We have explained some of the key benefits in more detail below.

Hot topics



The top section of your dashboard shows key topics and the latest news which we think you should know about. Click between the different tabs to find out more information. A key feature here is our Triad Warning Service. Here you can subscribe to triad notifications which will help you manage your energy costs.

Popular pages navigation



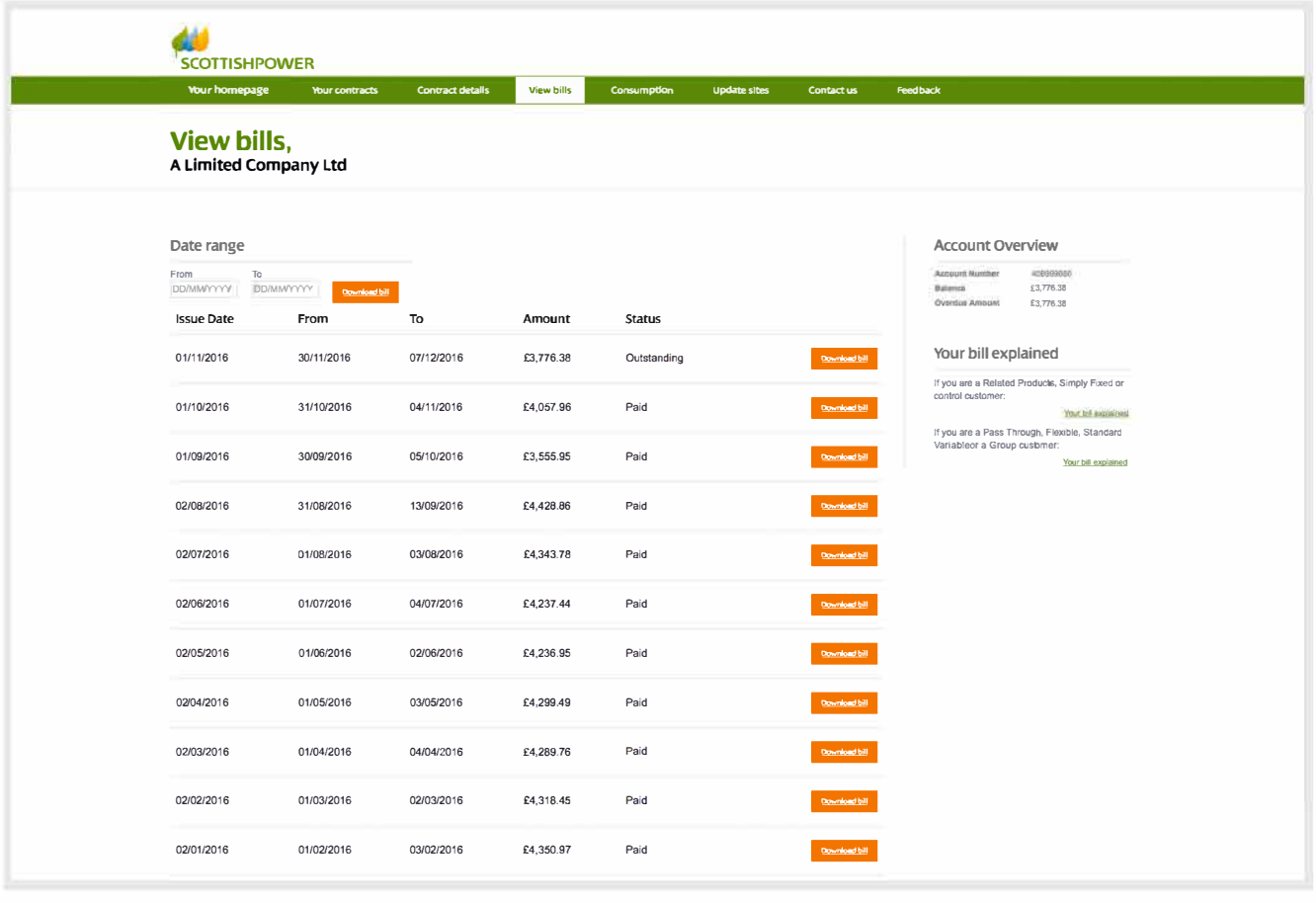
This section will give you access to some of the most popular pages and information you told us you wish to see, including viewing consumption, contract details and the ability to add or remove a site.

What's trending

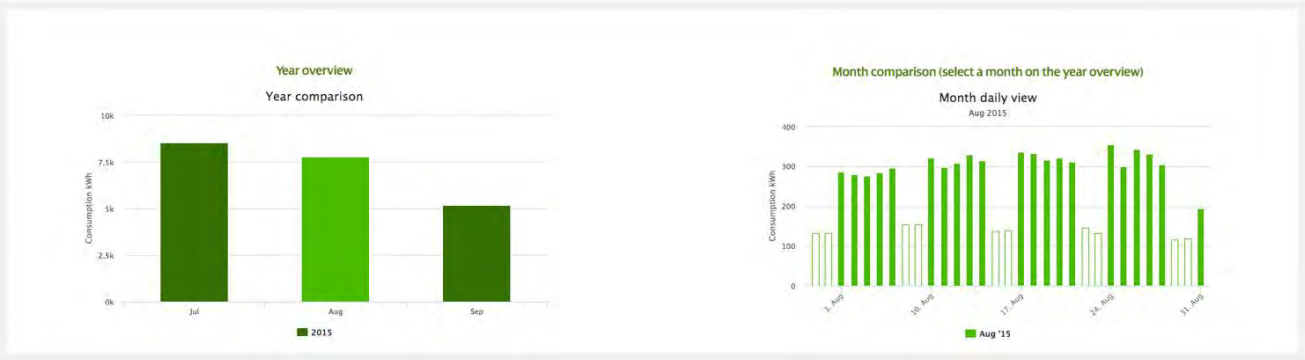
The What's Trending feature shows key market activity via a live Twitter feed, meaning you can keep up to date with market trends and news within your energy account portal.

View bills

- View your bills and energy usage in one place
- Search for specific bills and download up to 12 months' worth
- View your individual site balance and your overall account balance at a glance.

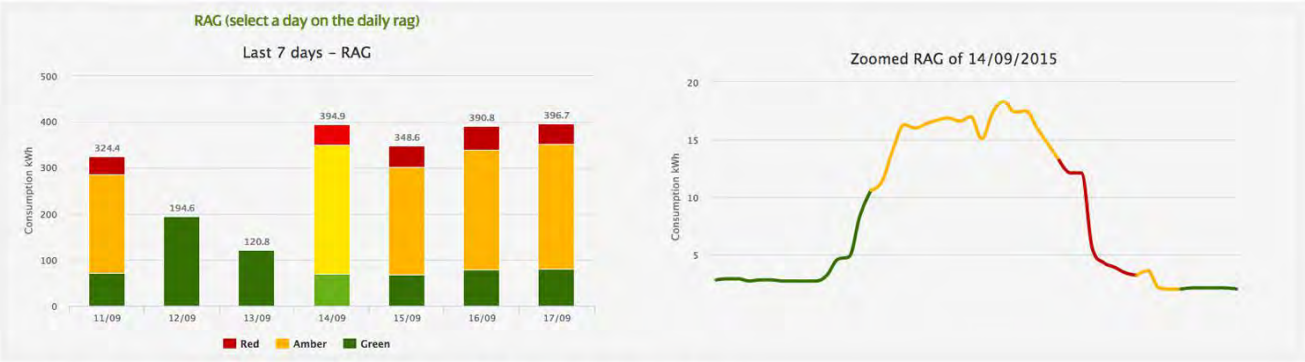


Consumption



Yearly & Monthly graphs

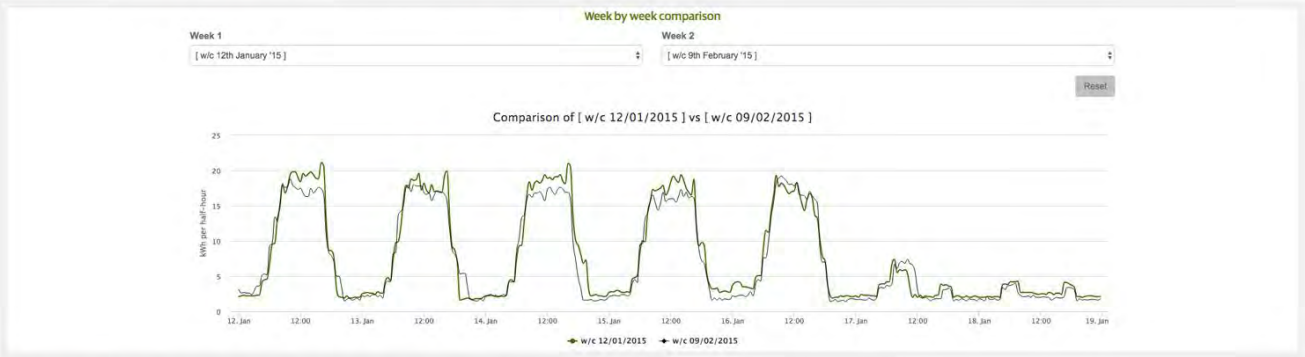
Here you can view and compare your yearly consumption, and by clicking within the graphs a more detailed view, comparing month on month or day on day.



RAG Overview & RAG breakdown graph

These graphs show your consumption broken down by Red, Amber and Green time bands. This is because of higher distribution charges at peak times, meaning your energy may cost you more at different times of the day/week. This shows you whether you use the majority of your energy consumption at the most expensive time of the day. Again here you can get a more detailed view on a day to day level by clicking on the graphs.

The DUOS charge covers the cost of receiving electricity from the national transmission system and feeding it directly into homes and businesses through the regional distribution networks. These networks are operated by Distribution Network Operators (DNOs). The distribution networks include overhead lines and underground cables, as well as substations and transformers, which reduce the electricity's voltage to safe levels for use in homes and businesses.

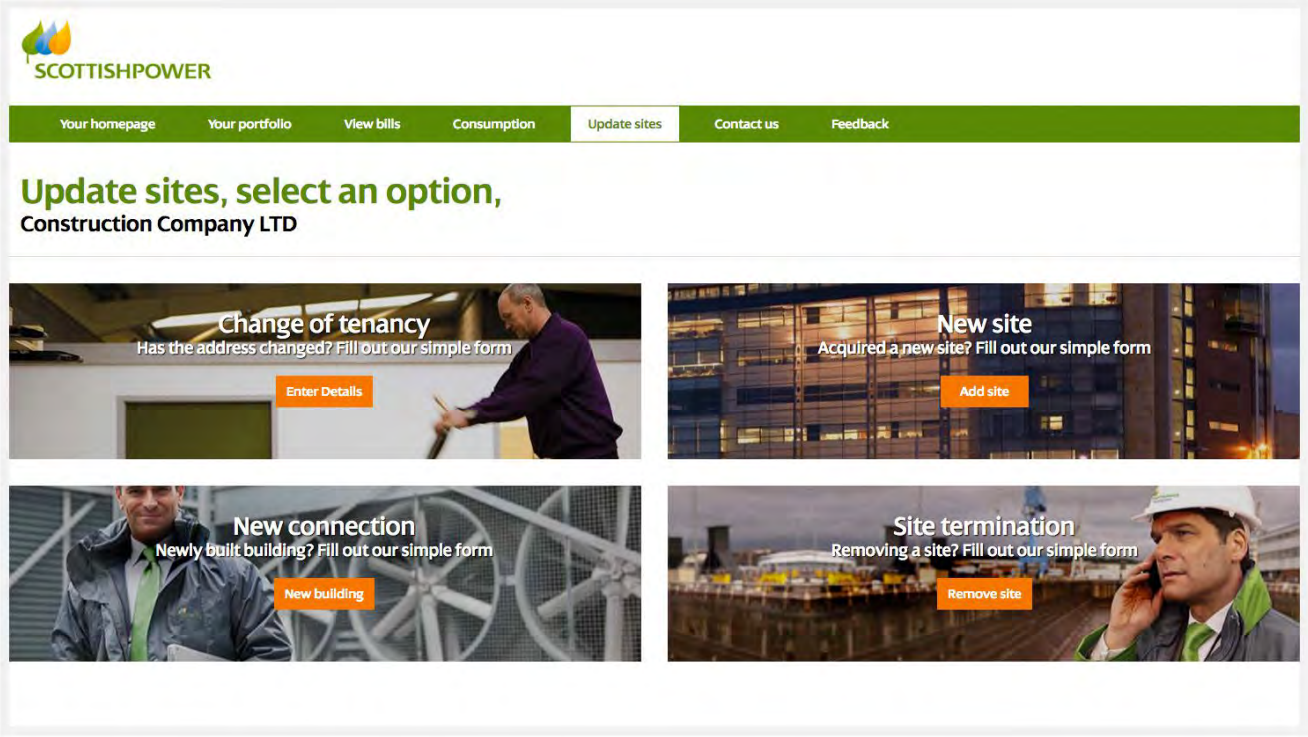


Weekly comparison graph

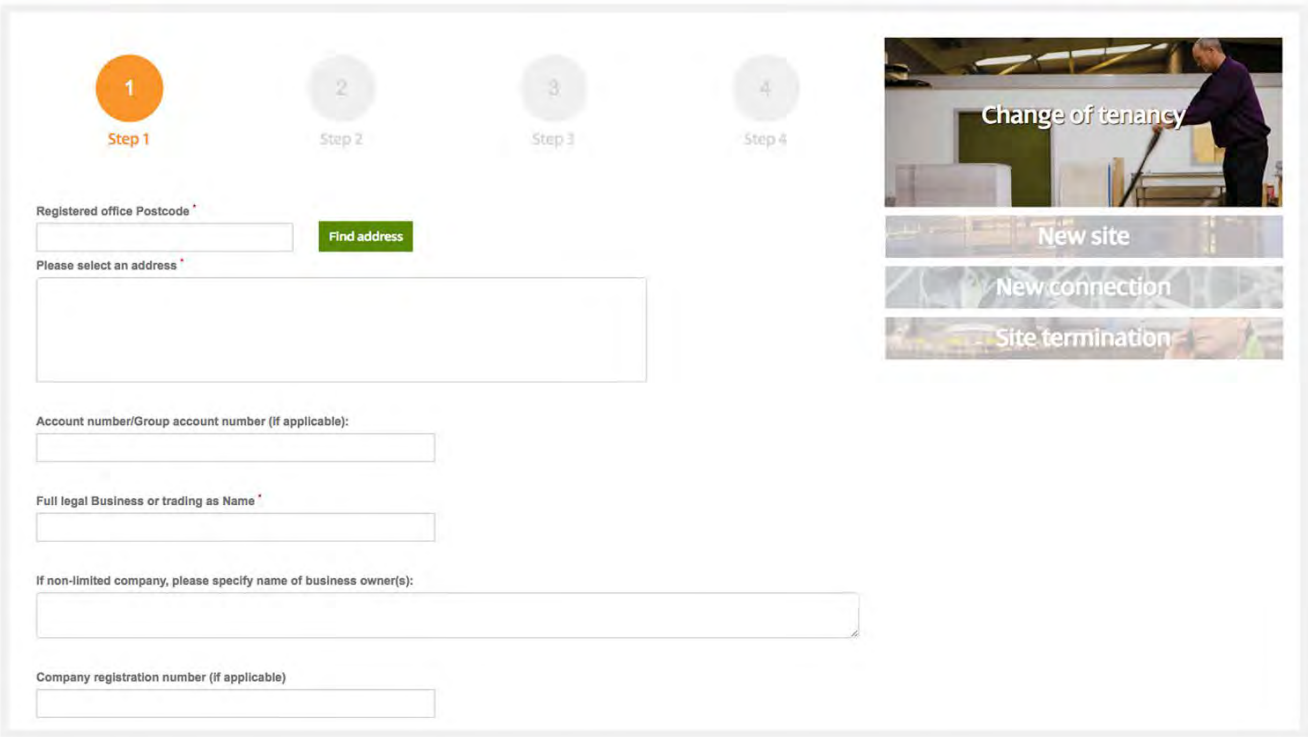
This graph represents your weekly consumption, allowing you to make comparisons each week within a 24 month period. Simply choose the weeks you want to compare in the dropdown menus above.

Update sites

We want to make managing your energy as easy as possible. That's why you can now update your sites via the online portal. You can notify us of a site addition, a new connection, and even a termination.

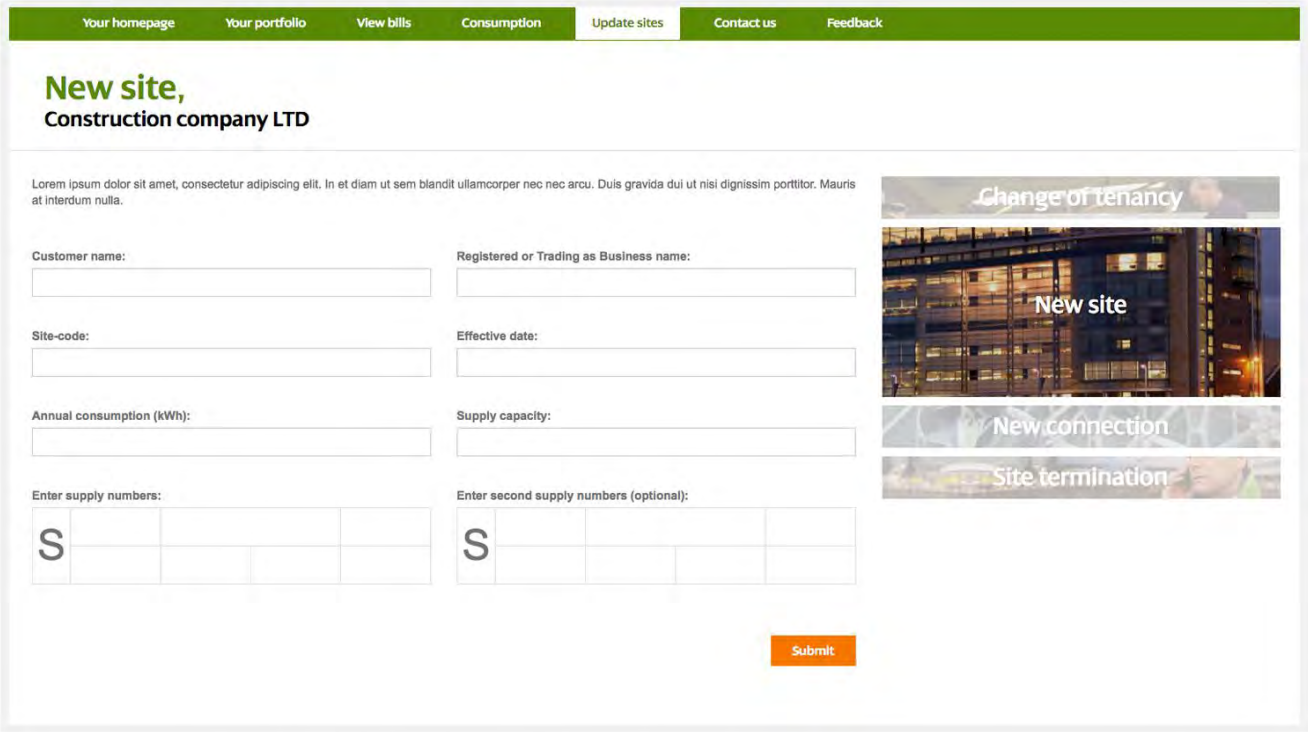


Change of tenancy



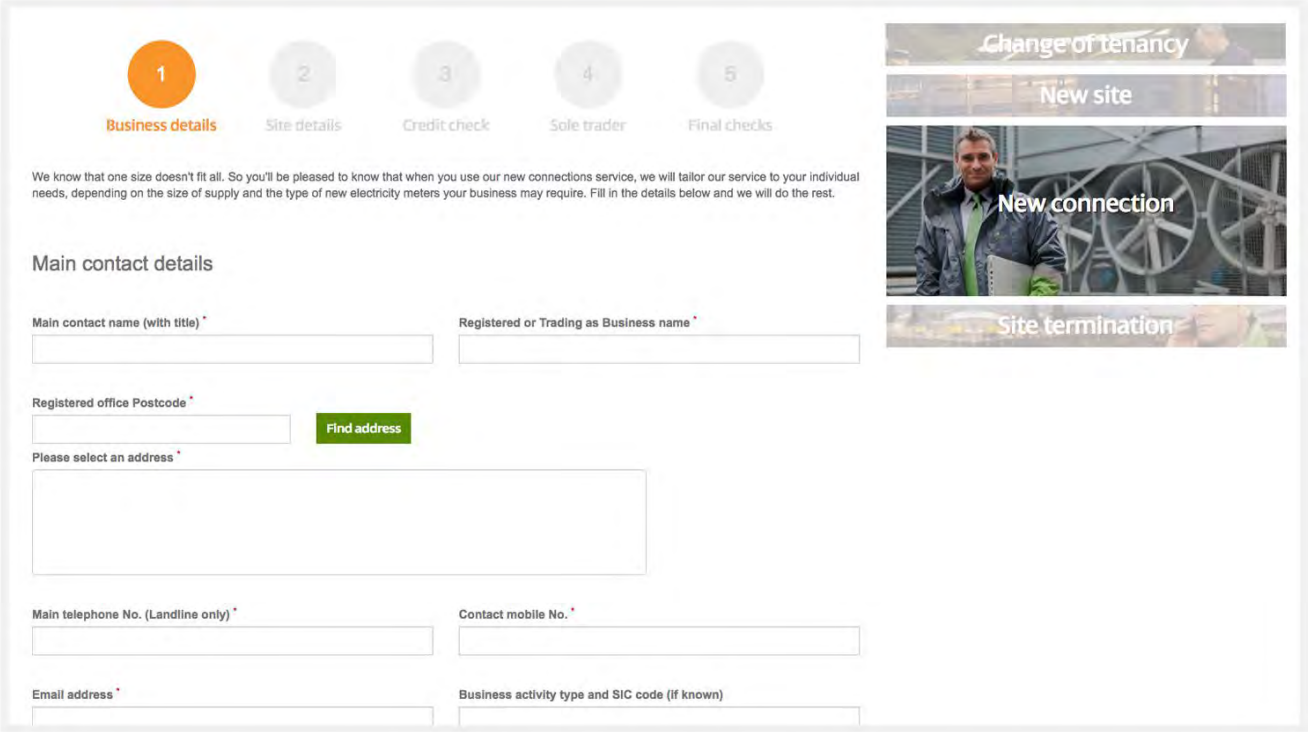
Is your business moving property? Fill out the details and follow the four steps to process a change of tenancy. We will then be in touch to let you know when this has been completed. Please note we may also need to get in touch if we need any supporting documentation.

New site



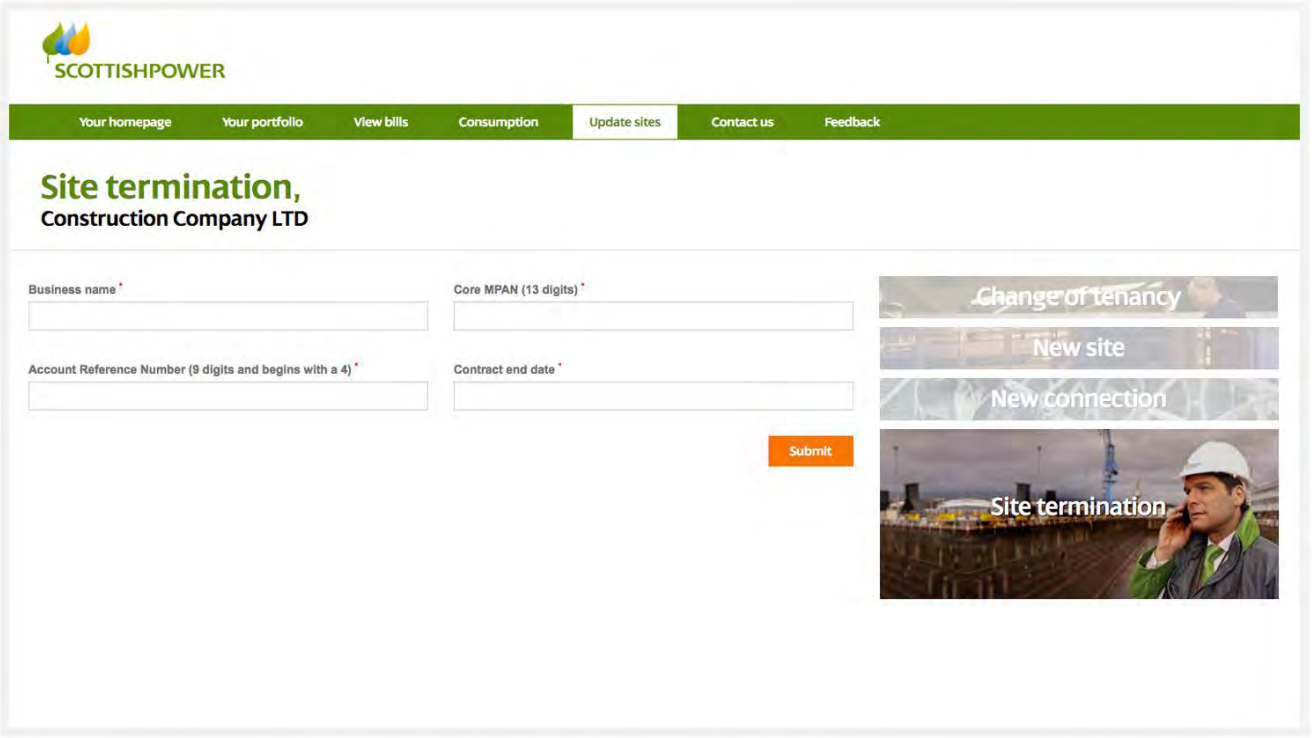
If you want to add a new site to your portfolio, simply fill out the details on this page and submit. You will need details such as the site code and supply numbers to hand.

New connection



If you have a newly built property to register and get a supply set up, you can follow our 5 step process and we will do the rest

Site termination



If you no longer have a site within your portfolio, you can terminate it here by filling out a few simple details such as name, mpan, account reference number and contract end date.

At ScottishPower, we want to make sure we offer you great customer service and competitive prices. We're here to help, so if there is something you would like to discuss, please contact us or speak to your account manager.